

## AETNA HEALTH, INC.

Initially licensed on 2/29/88 as HealthMaster, Inc.

On 4/4/91, the name was changed to AETNA Healthplan of TN, Inc.

On 9/4/97 the name was changed to AETNA US Healthcare, Inc.

On Prudential Health Care Plan, Inc. merged into Aetna US Healthcare, Inc.

On 5/21/02, the name was changed to AETNA Health, Inc.

### LOCAL ADDRESS:

1801 West End Ave., Suite 500 - Nashville, TN 37203-2518 - (615) 322-1600

### CORPORATE ADDRESS:

980 Jolly Road, P.O. Box 1180 - Blue Bell, PA 19422 - (800) 872-3862

### WEBSITE ADDRESS:

www.aetna.com

### AUTHORIZED SERVICE AREA BY COUNTY

**West Tennessee Area:** Crockett, Dyer, Fayette, Haywood, Humphreys, Lauderdale, Perry, Shelby, Tipton and Wayne

**Middle Tennessee Area:** Bedford Cannon, Cheatham, Coffee, Davidson, DeKalb, Dickson, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Robertson, Rutherford, Smith, Sumner, Trousdale, Williamson, Wilson

**East Tennessee Area:** NONE

**Please note: We do not have the authority to Approve or Disapprove Medicare Advantage Service Areas. The areas listed above are for Commercial products, not Medicare Advantage Products.**

The Independent Review Organizations used by the HMO is HAYES Plus, Inc., The Center for Healthcare Dispute, Resolution (CHDR), CORE, Inc. and Island Peer Review Organization (IPRO).

	Number Requested	Resolved in favor of member	Resolved in favor of HMO
<b>IRO APPEALS</b>			
year ending 12/31/2007	0	0	0
year ending 12/31/2006	0	0	0
year ending 12/31/2005	0	0	0
year ending 12/31/2004	0	0	0
year ending 12/31/2003	0	0	0
year ending 12/31/2002	1	0	1
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

### AETNA CUSTOMER RESOLUTION TEAM

If you have a complaint about your Aetna HMO, please call - 1-866-882-8553

## HMO Greivance Statistics

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2007

of the grievances reported **40.9%** were resolved successfully  
of the grievances reported **59.1%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	29	0	0	0	0
2) claim payment/amount of payment	34	13	13	8	5
3) contract terms and conditions	61	53	53	31	22
4) other	18	0	0	0	0

<b>TOTAL</b>	142	66	66	39	27
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#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported **36.2%** were resolved successfully  
of the grievances reported **63.8%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	28	10	10	5	5
2) claim payment/amount of payment	13	55	55	36	19
3) contract terms and conditions	19	29	29	19	10
4) other	23	0	0	0	0
<b>TOTAL</b>	<b>83</b>	<b>94</b>	<b>94</b>	<b>60</b>	<b>34</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2005

of the grievances reported **57%** were resolved successfully  
of the grievances reported **43%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	33	0	0	0	0
2) claim payment/amount of payment	11	10	10	5	5
3) contract terms and conditions	16	36	36	15	21
4) other	30	0	0	0	0
<b>TOTAL</b>	<b>90</b>	<b>46</b>	<b>46</b>	<b>20</b>	<b>26</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2004

of the grievances reported **49%** were resolved successfully  
of the grievances reported **51%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	10	0	0	0	0
2) claim payment/amount of payment	2	24	24	12	12
3) contract terms and conditions	7	9	7	6	3
4) other	6	38	38	18	20
<b>TOTAL</b>	<b>25</b>	<b>71</b>	<b>69</b>	<b>36</b>	<b>35</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2003

of the grievances reported **48%** were resolved successfully  
of the grievances reported **52%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	0	0	0	0	0
2) claim payment/amount of payment	1	5	5	2	3
3) contract terms and conditions	2	22	22	8	14
4) other	0	54	54	32	22
<b>TOTAL</b>	<b>3</b>	<b>81</b>	<b>81</b>	<b>42</b>	<b>39</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2002

of the grievances reported **64%** were resolved successfully  
of the grievances reported **36%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	0	9	9	2	7
2) claim payment/amount of payment	0	17	17	1	16
3) contract terms and conditions	0	42	42	23	19
4) other	0	9	9	2	7

<b>TOTAL</b>	0	77	77	28	49
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## HMO Greivance Statistics

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2001

of the grievances reported **42%** were resolved successfully  
of the grievances reported **58%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	61	9	9	2	7
2) claim payment/amount of payment	40	13	13	2	11
3) contract terms and conditions	29	28	28	21	7
4) other	66	36	36	26	10
<b>TOTAL</b>	196	86	86	51	35

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2000

of the grievances reported **80%** were resolved sucessfully  
of the grievances reported **20%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	7	2	2	0	2
2) claim payment/amount of payment	19	9	9	0	9
3) contract terms and conditions	3	9	9	4	5
4) other	1	0	0	0	0
<b>TOTAL</b>	30	20	20	4	16

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1999**

of the grievances reported **73%** were resolved successfully  
of the grievances reported **27%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	2	0	0	0	0
2) claim payment/amount of payment	29	15	15	4	11
3) contract terms and conditions	3	0	0	0	0
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>34</b>	<b>15</b>	<b>15</b>	<b>4</b>	<b>11</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1998**

of the grievances reported **65%** were resolved successfully  
of the grievances reported **35%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	N/A	N/A	N/A	N/A	N/A
2) claim payment/amount of payment	N/A	N/A	N/A	N/A	N/A
3) contract terms and conditions	N/A	N/A	N/A	N/A	N/A
4) other	N/A	N/A	N/A	N/A	N/A
<b>TOTAL</b>	<b>3</b>	<b>26</b>	<b>29</b>	<b>10</b>	<b>19</b>

**PLEASE NOTE:** an adverse decision indicates the decision was against member, not that the HMO was incorrect  
a successful resolution means the grievance was resolved to the members satisfaction

N/A means the information was not available

**13 YEAR MEMBER ENROLLMENT STATISTICS**

<b>Year</b>	<b>Individual Members</b>	<b>Medicare members</b>	<b>Group members</b>	<b>Number groups</b>	<b>TOTAL members</b>	<b>Average Annual</b>
ending 12/31/07	39	0	33,190	305	33,229	33,155
ending 12/31/06	29	0	24,127	323	24,246	24,661
ending 12/31/05	45	0	25,835	287	25,880	26,063
ending 12/31/04	43	0	27,642	337	27,685	27,593
ending 12/31/03	0	0	67,824	494	67,824	69,525
ending 12/31/02	72	0	30934	316	31006	15591
ending 12/31/01	7	0	22,520	609	22,520	23,844
ending 12/31/00	0	0	37,268	200	37,268	36,661
ending 12/31/99	N/A	0	13,141	270	13,141	10,426
ending 12/31/98	N/A	0	12,568	205	12,568	11,860
ending 12/31/97	N/A	0	8,118	122	8,118	7,728
ending 12/31/96	N/A	0	6,669	91	6,669	5,396
ending 12/31/95	N/A	0	3,373	132	3,373	3,425
ending 12/31/94	N/A	0	5,659	157	5,659	4,656